



SOLICITATION INFORMATION  
JANUARY 13, 2015

RFP# 7549264

TITLE: INTEGRATED CIVIL DIVISION CASE MANAGEMENT SYSTEM

SUBMISSION DEADLINE: FEBRUARY 11, 2015 AT 2:30 PM (ET)

QUESTIONS CONCERNING THIS SOLICITATION MUST BE RECEIVED BY THE DIVISION OF PURCHASES AT [gail.walsh@purchasing.ri.gov](mailto:gail.walsh@purchasing.ri.gov) NO LATER THAN **JANUARY 23, 2015 AT 5:00 PM (ET)**. QUESTIONS SHOULD BE SUBMITTED IN A MICROSOFT WORD ATTACHMENT. PLEASE REFERENCE THE RFP# ON ALL CORRESPONDENCE. QUESTIONS RECEIVED, IF ANY, WILL BE POSTED ON THE INTERNET AS AN ADDENDUM TO THIS SOLICITATION. IT IS THE RESPONSIBILITY OF ALL INTERESTED PARTIES TO DOWNLOAD THIS INFORMATION.

SURETY REQUIRED: NO  
BOND REQUIRED: NO

GAIL WALSH  
CHIEF BUYER

APPLICANTS MUST REGISTER ON-LINE AT THE STATE PURCHASING WEBSITE AT  
[www.purchasing.ri.gov](http://www.purchasing.ri.gov)

NOTE TO APPLICANTS:

OFFERS RECEIVED WITHOUT THE ENTIRE COMPLETED THREE-PAGE RIVIP GENERATED BIDDER CERTIFICATION FORM ATTACHED MAY RESULT IN DISQUALIFICATION.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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## SECTION 1: INTRODUCTION

THE RHODE ISLAND DEPARTMENT OF ADMINISTRATION/DIVISION OF PURCHASES, ON BEHALF OF THE RHODE ISLAND DEPARTMENT OF ATTORNEY GENERAL, IS REQUESTING PROPOSALS FROM QUALIFIED FIRMS TO PROVIDE AN INTEGRATED CIVIL DIVISION CASE MANAGEMENT SYSTEM, IN ACCORDANCE WITH THE TERMS OF THIS REQUEST FOR PROPOSALS AND THE STATE'S GENERAL CONDITIONS OF PURCHASE, WHICH MAY BE OBTAINED AT THE RHODE ISLAND DIVISION OF PURCHASES HOME PAGE BY INTERNET ACCESS AT [www.purchasing.ri.gov](http://www.purchasing.ri.gov).

THIS IS A REQUEST FOR PROPOSALS, NOT AN INVITATION FOR BID. RESPONSES WILL BE EVALUATED ON THE BASIS OF THE RELATIVE MERITS OF THE PROPOSAL, IN ADDITION TO PRICE; THERE WILL BE NO PUBLIC OPENING AND READING OF RESPONSES RECEIVED BY THE DIVISION OF PURCHASES PURSUANT TO THIS REQUEST, OTHER THAN TO NAME THOSE OFFERORS WHO HAVE SUBMITTED PROPOSALS.

### INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

POTENTIAL VENDORS ARE ADVISED TO REVIEW ALL SECTIONS OF THIS RFP CAREFULLY AND TO FOLLOW INSTRUCTIONS COMPLETELY, AS FAILURE TO MAKE A COMPLETE SUBMISSION AS DESCRIBED ELSEWHERE HEREIN MAY RESULT IN REJECTION OF THE PROPOSAL.

ALTERNATIVE APPROACHES AND/OR METHODOLOGIES TO ACCOMPLISH THE DESIRED OR INTENDED RESULTS OF THIS PROCUREMENT ARE SOLICITED. HOWEVER, PROPOSALS WHICH DEPART FROM OR MATERIALLY ALTER THE TERMS, REQUIREMENTS, OR SCOPE OF WORK DEFINED BY THIS RFP WILL BE REJECTED AS BEING NON-RESPONSIVE.

ALL COSTS ASSOCIATED WITH DEVELOPING OR SUBMITTING A PROPOSAL IN RESPONSE TO THIS RFP, OR TO PROVIDE ORAL OR WRITTEN CLARIFICATION OF ITS CONTENT SHALL BE BORNE BY THE VENDOR. THE STATE ASSUMES NO RESPONSIBILITY FOR THESE COSTS.

PROPOSALS ARE CONSIDERED TO BE IRREVOCABLE FOR A PERIOD OF NOT LESS THAN 120 DAYS FOLLOWING THE OPENING DATE, AND MAY NOT BE WITHDRAWN, EXCEPT WITH THE EXPRESS WRITTEN PERMISSION OF THE STATE PURCHASING AGENT.

ALL PRICING SUBMITTED WILL BE CONSIDERED TO BE FIRM AND FIXED UNLESS OTHERWISE INDICATED HEREIN.

PROPOSALS MISDIRECTED TO OTHER STATE LOCATIONS, OR WHICH ARE OTHERWISE NOT PRESENT IN THE DIVISION AT THE TIME OF OPENING FOR ANY CAUSE WILL BE DETERMINED TO BE LATE AND WILL NOT BE CONSIDERED. FOR THE PURPOSES OF THIS

REQUIREMENT, THE OFFICIAL TIME AND DATE SHALL BE THAT OF THE TIME CLOCK IN THE RECEPTION AREA OF THE DIVISION.

IT IS INTENDED THAT AN AWARD PURSUANT TO THIS RFP WILL BE MADE TO A PRIME VENDOR, OR PRIME VENDORS IN THE VARIOUS CATEGORIES, WHO WILL ASSUME RESPONSIBILITY FOR ALL ASPECTS OF THE WORK. JOINT VENTURE AND COOPERATIVE PROPOSALS WILL NOT BE CONSIDERED. SUBCONTRACTS ARE PERMITTED, PROVIDED THAT THEIR USE IS CLEARLY INDICATED IN THE VENDOR'S PROPOSAL AND THE SUBCONTRACTOR(S) TO BE USED IS IDENTIFIED IN THE PROPOSAL. ALL PROPOSALS SHOULD INCLUDE THE VENDOR'S FEIN OR SOCIAL SECURITY NUMBER AS EVIDENCED BY A W9, DOWNLOADABLE FROM THE DIVISION'S WEBSITE AT [www.purchasing.ri.gov](http://www.purchasing.ri.gov).

THE PURCHASE OF SERVICES UNDER AN AWARD MADE PURSUANT TO THIS RFP WILL BE CONTINGENT ON THE AVAILABILITY OF FUNDS.

VENDORS ARE ADVISED THAT ALL MATERIALS SUBMITTED TO THE STATE FOR CONSIDERATION IN RESPONSE TO THIS RFP WILL BE CONSIDERED TO BE PUBLIC RECORDS AS DEFINED IN TITLE 38, CHAPTER 2 OF THE GENERAL LAWS OF RHODE ISLAND, WITHOUT EXCEPTION, AND WILL BE RELEASED FOR INSPECTION IMMEDIATELY UPON REQUEST ONCE AN AWARD HAS BEEN MADE.

INTERESTED PARTIES ARE INSTRUCTED TO PERUSE THE DIVISION OF PURCHASES WEBSITE ON A REGULAR BASIS, AS ADDITIONAL INFORMATION RELATING TO THIS SOLICITATION MAY BE RELEASED IN THE FORM OF AN ADDENDUM TO THIS RFP.

EQUAL EMPLOYMENT OPPORTUNITY (G.L. 1956 § 28-5.1-1, ET SEQ.) – § 28-5.1-1 DECLARATION OF POLICY – (A) EQUAL OPPORTUNITY AND AFFIRMATIVE ACTION TOWARD ITS ACHIEVEMENT IS THE POLICY OF ALL UNITS OF RHODE ISLAND STATE GOVERNMENT, INCLUDING ALL PUBLIC AND QUASI-PUBLIC AGENCIES, COMMISSIONS, BOARDS AND AUTHORITIES, AND IN THE CLASSIFIED, UNCLASSIFIED, AND NON-CLASSIFIED SERVICES OF STATE EMPLOYMENT. THIS POLICY APPLIES TO ALL AREAS WHERE STATE DOLLARS ARE SPENT, IN EMPLOYMENT, PUBLIC SERVICES, GRANTS AND FINANCIAL ASSISTANCE, AND IN STATE LICENSING AND REGULATION.

IN ACCORDANCE WITH TITLE 7, CHAPTER 1.2 OF THE GENERAL LAWS OF RHODE ISLAND, NO FOREIGN CORPORATION, A CORPORATION WITHOUT A RHODE ISLAND BUSINESS ADDRESS, SHALL HAVE THE RIGHT TO TRANSACT BUSINESS IN THE STATE UNTIL IT SHALL HAVE PROCURED A CERTIFICATE OF AUTHORITY TO DO SO FROM THE RHODE ISLAND SECRETARY OF STATE (401-222-3040). THIS IS A REQUIREMENT ONLY OF THE SUCCESSFUL VENDOR(S).

THE VENDOR SHOULD BE AWARE OF THE STATE'S MINORITY BUSINESS ENTERPRISE (MBE) REQUIREMENTS, WHICH ADDRESS THE STATE'S GOAL OF TEN PERCENT (10%) PARTICIPATION BY MBE'S IN ALL STATE PROCUREMENTS. FOR FURTHER INFORMATION VISIT THE WEBSITE [WWW.MBE.RI.GOV](http://WWW.MBE.RI.GOV)

THE VENDOR AWARDED THIS PROJECT WILL BE REQUIRED TO HAVE EACH EMPLOYEE ASSIGNED TO PROVIDE ANY ROLE AT THE ATTORNEY GENERAL'S FACILITIES TO UNDERGO A STATEWIDE CRIMINAL BACKGROUND CHECK. THE ATTORNEY GENERAL'S OFFICE WILL DETERMINE IF AN EMPLOYEE WHO HAS A CRIMINAL RECORD CAN WORK AT THE SITE DEPENDING UPON THE RESULTS OF STATEWIDE CRIMINAL BACKGROUND CHECK.

## SECTION 2: BACKGROUND

THE DEPARTMENT OF ATTORNEY GENERAL (RIAG), REQUIRES THE DEVELOPMENT OF AN INTEGRATED CIVIL DIVISION CASE MANAGEMENT SYSTEM FOR THE DEPARTMENT'S CIVIL DIVISION AND ALL DIVISION WORK UNITS. ALTHOUGH THE CIVIL DIVISION HAS MANAGED THEIR WORKLOAD ADMIRABLY BY USING VARIOUS TOOLS, SUCH AS EXCEL, WORD AND SMALL ACCESS DATABASES ALONG WITH NUMEROUS PAPER FORMS AND CHECKLISTS, IT IS IMPERATIVE THAT A NEW FULLY INTEGRATED RELATIONAL DATABASE SYSTEM BE DEVELOPED TO INCORPORATE THE MANY NEEDS OF EACH CIVIL DIVISION WORK UNIT INTO A FULL FUNCTION WORK/CASE MANAGEMENT APPLICATION. THE DETAILS OF THE NEEDS ARE IDENTIFIED IN MORE DETAIL IN SECTION 3: SCOPE OF WORK. THIS DEVELOPMENT EFFORT WILL CONSIST OF IMPLEMENTING A COMPLETELY NEW APPLICATION RUNNING UNDER SHAREPOINT WITH A SQL BACKEND. THIS NEW APPLICATION WILL CONSIST OF A FULLY INTEGRATED WORKFLOW MANAGEMENT SYSTEM, DOCUMENT AND IMAGE CAPTURE, CASE AND ISSUES TRACKING, AND A FULL FEATURED OPERATIONAL AND STATISTICAL REPORTING FUNCTION.

### SPECIFIC REQUIREMENTS

THE RIAG CIVIL DIVISION IS COMPRISED OF 46 EMPLOYEES AND SUPPORTED BY AN INFORMATION TECHNOLOGY STAFF CONSISTING OF 3 STAFF MEMBERS. GIVEN THE STAFFING CONSTRAINTS, IT IS IMPERATIVE THAT THE APPLICATION DEVELOPED FOR THE CIVIL DIVISION UNITS LEVERAGE AS MANY TOOLS AS POSSIBLE TO AID IN THE AUDITING OF TRANSACTIONS AND THE EASE OF SYSTEM ACCESS BY IMPLEMENTING AN ENTITLEMENTS METHODOLOGY THAT INTERFACES WITH ACTIVE DIRECTORY TO ENSURE USERS ARE ADDED IN ONE CENTRAL LOCATION AND SYNCHRONIZED ACROSS THE NETWORK TO THE CIVIL DIVISION CASE MANAGEMENT SYSTEM. ALSO, IT IS CRITICAL TO INCLUDE AN AUDITING FEATURE WHICH ALLOWS FOR ADMINISTRATORS TO QUICKLY RUN USER AND ACTIVITY REPORTING DISPLAYING DATABASE HISTORY, SUCH AS

RECORDS DELETED, ACTIONS PENDING, LAST LOGIN DATE, ETC. INCLUDING SORT DROP DOWN OPTIONS SUCH AS BUT NOT LIMITED TO, FROM-TO SEARCH DATES.

THE VENDOR MUST BE ABLE TO PROPOSE, DEVELOP, CONFIGURE, INSTALL, TEST, TRAIN, DOCUMENT AND SUPPORT A COMPLETE CIVIL DIVISION CIVIL CASE MANAGEMENT AND DOCUMENT MANAGEMENT SOLUTION CAPABLE OF FUNCTIONING WITHIN THE ATTORNEY GENERAL'S EXISTING ENVIRONMENT. THE VENDOR MUST ALSO PROVIDE AT A MINIMUM THE FOLLOWING FEATURES AND REQUIREMENTS LISTED UNDER SECTION 3A OF THIS RFP DOCUMENT. THE HARDWARE ENVIRONMENT MUST CONSIST OF A DATABASE SERVER AND THREE (3) INSTANCES, ALLOWING FOR A PRODUCTION, TEST/DEV AND STAGING ENVIRONMENTS. THE SIZING FOR THESE INSTANCES MAY BE DONE WITH VOLUME AND DATA MODELING TOOLS. ALL COSTS MUST BE INCLUDED IN THE PROPOSAL, INCLUDING LICENSING REQUIREMENTS. THE RIAG MAY CHOOSE TO PROCURE EQUIPMENT DORECTLY, HOWEVER A HARDWARE SOLUTION MUST BE INCLUDED IN THE PROPOSALS.

PROJECT MANAGEMENT SERVICES WILL BE REQUIRED FROM AN INDEPENDENT THIRD PARTY VENDOR WHO WILL BE SELECTED JOINTLY BETWEEN THE VENDOR AWARDED THE PROJECT AND THE RHODE ISLAND ATTORNEY GENERAL. THE PROJECT MANAGER PROVIDES ASSURANCES THAT THE BUSINESS NEEDS ARE SCOPED APPROPRIATELY AND SPECIFIC FUNCTIONALITIES ARE INCORPORATED IN THE FINAL PRODUCT.

ADDITIONALLY, THE PROJECT MANAGER WILL ENSURE THE WEB PORTAL PORTION IS CREATED IN A HIGHLY USABLE HTML FORMAT USING CURRENT TECHNOLOGICAL STANDARDS. THE PROJECT MANAGER IS ALSO RESPONSIBLE FOR SIGN OFF ON VARIOUS AGREED UPON MILESTONES. THE PROJECT MANAGER WILL BE JOINTLY SELECTED AND PAID AS A THIRD PARTY VENDOR THROUGH THE VENDOR AWARDED THE PROJECT. PROJECT MANAGEMENT IS ESTIMATED NOT TO EXCEED 20% OF THE PROJECT COSTS, PAYABLE IN MILESTONES FOR WORK ACHIEVED TOWARDS COMPLETION.

### SECTION 3: SCOPE OF WORK

#### GENERAL SCOPE OF WORK

THE RHODE ISLAND DEPARTMENT OF ATTORNEY GENERAL IS HEADQUARTERED AT 150 SOUTH MAIN STREET, PROVIDENCE, RHODE ISLAND. RIAG HAS APPROXIMATELY 231 EMPLOYEES, 46 OF WHICH REPRESENT THE CIVIL DIVISION. THE DEPARTMENT HANDLES APPROXIMATELY THREE THOUSAND CASES ANNUALLY, MOST OF WHICH ARE DISTRIBUTED AMONG THE FOLLOWING CIVIL DIVISION UNITS; (GOVERNMENT LITIGATION, INSURANCE, ENVIRONMENTAL, NUISANCE TASK, TOBACCO, HEALTHCARE, ANTITRUST, PUBLIC UTILITIES COMMISSION, CHARITABLE TRUST, CONTRACTOR'S REGISTRATION BOARD, OPEN GOVERNMENT, AND CONSUMER ADVOCACY).

**THE HIGH LEVEL SCOPE OF WORK FOR THIS PROJECT WILL INCLUDE, BUT NOT BE LIMITED TO, THE FOLLOWING:**

- APPLICATION SHOULD AUTOMATE ALL DIVISIONAL UNITS IN THE ATTORNEY GENERAL'S CIVIL DIVISION.
- THE APPLICATION SHOULD HAVE A WEB BASED FRONT END TO MINIMIZE PROCESSING POWER ON DESKTOPS.
- THE RELATIONAL DATABASE WILL BE MICROSOFT SQL AND SHOULD BE BUILT TO RUN WITHIN A VIRTUAL DESKTOP ENVIRONMENT.
- THE SYSTEM MUST RESIDE UNDER MICROSOFT SHAREPOINT, AS IT WILL BE LEVERAGED AS THE LAUNCH POINT TO THE CIVIL DIVISION APPLICATION.
- A RECOMMENDATION ON LEVERAGING THE CURRENT SHAREPOINT FOUNDATION VERSION INSTALLED AT RIAG OR UPGRADING TO SHAREPOINT STANDARD OR ENTERPRISE EDITION SHOULD BE ADDRESSED.
- THE CIVIL DIVISION CASE MANAGEMENT SYSTEM SHOULD BE FULLY INTEGRATED AND SHOULD ELIMINATE DUPLICATE INFORMATION AND PROCESSES CURRENTLY EXISTING THROUGHOUT THE CIVIL DIVISION DEPARTMENTS.
- THE SYSTEM MUST INCLUDE A REPORTING MENU WITHOUT ADDITIONAL LICENSING FEES.
- THE APPLICATION MUST WORK WITH THE CURRENT VERSION OF MICROSOFT OFFICE UTILIZED THROUGHOUT THE OFFICE AND THE SYSTEM MUST BE ABLE TO USE AND RECOGNIZE PDF FILES.
- AS A POINT OF REFERENCE THE CURRENT DESKTOP CONFIGURATION IS WINDOWS 2007 AND XP USING OFFICE 2007 PRO. THE DEPARTMENT MAY BE UPGRADING TO OFFICE 365 WITHIN THE NEXT YEAR THEREFORE THIS SOLUTION MUST ACCOMMODATE THE FUTURE UPGRADE TO OFFICE 365 WHICH MAY BE COMPLETED IN FY 2015. IT IS CRITICAL TO ENSURE THE APPLICATION SUPPORTS THE CURRENT BROWSER VERSIONS (OR 1-2 RELEASE LEVELS BEHIND) OF IE, SAFARI AND FIREFOX. ADDITIONALLY THE APPLICATION MUST BE ACCESSIBLE WITH VARIOUS TABLET MODELS.
- OPEN SOURCE REPORTING SHOULD BE DONE THROUGH MICROSOFT SQL AND/OR AN AGREED UPON REPORTING TOOL, SUCH AS SSRS. TRAINING OF THE SELECTED TOOL MUST BE INCLUDED IN THE PROJECT TOTAL. RIAG WILL SELECT 5 USERS TO BE TRAINED IN THE REPORTING TOOL.

- REPORTS MUST BE INTEGRATED INTO THE APPLICATION AND ALL REPORTING FUNCTIONS NEED TO BE VETTED AND APPROVED BY THE ATTORNEY GENERAL'S CIVIL CASE MANAGEMENT STEERING COMMITTEE.
- THE APPLICATION MUST ALSO HAVE INTEGRATION WITH A CONTENT MANAGEMENT SYSTEM (FILE BOUND v 4.03.001 IS CURRENTLY USED AT THE RIAG OFFICES) OR PROVIDE A REPLACEMENT TO FILE MANAGEMENT WITH A PRODUCT THAT CAN MANAGE FILE FOLDERS WITH BAR CODING AND DOCUMENTS STORED WITHIN THE FILE FOLDER STRUCTURES. A PREFERENCE WILL BE PLACED ON SOFTWARE OPTIONS THAT RUN UNDER SHAREPOINT.
- AN AUDIT TRAIL OF INSERTION, DELETION AND MODIFICATION OF ALL DATA IS A REQUIREMENT TO COMPLY WITH AUDITING GUIDELINES.
- SOURCE CODE WILL BE THE PROPERTY OF THE RHODE ISLAND DEPARTMENT OF ATTORNEY GENERAL AND WILL NOT BE DISTRIBUTED TO ANY OTHER PARTY WITHOUT THE PRIOR WRITTEN APPROVAL OF THE ATTORNEY GENERAL.

### 3A. SPECIFIC REQUIREMENTS

- THE BIDDER MUST DESCRIBE ITS PROPOSED APPROACH TO MEETING THE BUSINESS REQUIREMENTS AND SPECIFICATIONS SET FORTH IN THIS SECTION
- THIS SYSTEM WILL INCORPORATE THE DATA HOUSED IN THE VARIOUS EXCEL SHEETS, ACCESS DATABASES AND WORD DOCUMENTS IN ADDITION TO SPECIFIC DATA ELEMENTS CONTAINED IN EXTERNAL SYSTEMS.
- ALL EXISTING DATA STORED WITHIN VARIOUS TOOLS (WORD, EXCEL, ACCESS) IN THE CIVIL DIVISION AND ALL OF ITS UNITS MUST BE CONVERTED DURING THE PROJECT TO ENSURE NO DATA IS LOST MIGRATING TO THE NEW CIVIL DIVISION CASE MANAGEMENT SYSTEM.
- SOME ORIGINAL DATA FROM EXTERNAL SYSTEMS (ANALYSIS TO BE EXECUTED AFTER VENDOR AWARD) MAY BE REQUIRED TO INTERFACE OR PASS XML FILES BETWEEN SYSTEMS FOR DATA INPUT AND OUTPUT DEPENDING UPON THE ACTIVITY SELECTED IN THE CIVIL CASE MANAGEMENT SYSTEM.
- THE PROCESS OF INTERFACING DATA BETWEEN SYSTEMS MUST PROVIDE FOR A DAILY EXCEPTION REPORT. THE EXCEPTION REPORTING WILL DRIVE CERTAIN DATA ENTRY FUNCTIONS TO OCCUR IN ORDER TO CLEAN UP DATA WITHIN THE RESPECTIVE DATABASES, SHOULD AN EXCEPTION BE FLAGGED.



- THIS SYSTEM WILL PROVIDE AN INTEGRATED CIVIL DIVISION INFORMATION SYSTEM THAT IMPROVES ACCESS TO DATA, FACILITATES REPORTING BOTH FOR INTERNAL AND EXTERNAL DATA REQUESTS, ALLOWS FOR EASY OPERATIONAL AND STATISTICAL REPORTING AS WELL AS A FORUM FOR EACH CIVIL DIVISION UNIT TO MANAGE THEIR DATA AND COMPLETE BUSINESS PROCESS WORK FLOW.
- ALLOW SEAMLESS SHARING OF INFORMATION TO OUR PROSECUTORS, BASED UPON DEFINED ENTITLEMENTS. THE INFORMATION SHARED INCLUDES ALL CASE MATERIALS, RELATED DATA, INCLUDING PHOTOGRAPHS, CASE RECORDS, CALENDARS, ELECTRONIC MESSAGES AND DOCUMENTS. ACCESS TO THE RIGHT INFORMATION AT THE RIGHT TIME IS CRITICAL FOR THE EFFECTIVE OPERATION OF THE CIVIL DIVISION UNITS.
- IT IS EXPECTED THAT EACH BIDDER PROVIDE A CLEAR AND CONCISE METHODOLOGY THAT WILL INCORPORATE EACH OF THE INDIVIDUAL UNIT FUNCTIONS INTO ONE STREAMLINED CASE MANAGEMENT SYSTEM. SEE APPENDIX B, FOR A SAMPLE OF THE MAIN SYSTEM MENU CURRENTLY EMPLOYED WITH THE CRIMINAL CASE MANAGEMENT SYSTEM. A SIMILAR MAIN MENU SHOULD BE CONTEMPLATED FOR THE CIVIL DIVISION CASE MANAGEMENT SYSTEM.
- EACH PROPOSAL WILL PROVIDE A SYSTEM OF IDENTIFYING THE KEY WORK FLOW FOR EACH UNIT SO AS TO ENSURE ALL WORKFLOWS ARE CAPTURED PRIOR TO THE DEVELOPMENT PHASE OF THE PROJECT. THE OBJECTIVE IS TO PROVIDE A SINGLE POINT OF ACCESS FOR ALL CIVIL DIVISION UNITS TO ENTER, UPDATE, REPORT AND CLOSE ALL WORK ASSIGNMENTS.
- THE DESIRED APPROACH WILL PROVIDE A WEB BASED FRONT END SO AS TO MINIMIZE PROCESSING REQUIREMENTS AT EACH DESKTOP.
- THE SYSTEM DEVELOPED WILL UTILIZE MS SQL AS THE DATABASE ENGINE AND IT SHOULD BE BUILT IN A JAVA FORMAT.
- OPEN SOURCE TECHNOLOGY MAY BE USED WITHIN THE SYSTEM SO AS TO MINIMIZE LICENSING AND FUTURE LICENSING COSTS.
- IN ORDER TO ASSIST WITH DOCUMENT MANAGEMENT ISSUES, MS SHARE-POINT, WHICH IS ALREADY INSTALLED AND RUNNING IN THE RIAG INFRASTRUCTURE, WILL BE INCORPORATED. AN EVALUATION AND RECOMMENDATION OF SHAREPOINT FOUNDATION, STANDARD AND ENTERPRISE SHOULD BE ADDRESSED TO ENSURE THE FUNCTIONALITY ADVANTAGES OF AN UPGRADE TO THE CURRENT FOUNDATION VERSION RUNNING AT THE RIAG OFFICES.

- OUR PRIMARY GOALS ARE TO ESTABLISH A FULLY INTEGRATED SYSTEM, ELIMINATE DUPLICATION OF EFFORT, ELIMINATE INCONSISTENT DATA, MEET CURRENT FUNCTIONALITY AND DESIRED ENHANCEMENTS, SUPPORT REPORTING FOR MANAGEMENT AND STAFF, ELIMINATE ADDITIONAL ANNUAL LICENSING FEES FOR OPERATIONS AND REPORTING FUNCTIONS, INTEGRATE WITH OUR EXISTING VERSIONS OF MICROSOFT OFFICE PRODUCTS, PROVIDE REPORTS AND DOCUMENTS IN A PDF SUPPORTED FORMAT. OUR CURRENT DESKTOP CONFIGURATION IS WINDOWS 2007 AND XP USING OFFICE 2007 PRO.
- WE EXPECT TO DEFINE AND HAVE “CANNED” REPORTS FOR EACH CIVIL DIVISION UNIT. OUR REPORTING TOOL OF PREFERENCE IS MICROSOFT SSRS. TRAINING AND DOCUMENTATION MUST ACCOMPANY THE REPORTING FUNCTION AND SCREENS IN THE NEW SYSTEM.
- IF A REPORTING TOOL (OTHER THAN SSRS) IS RECOMMENDED, WE EXPECT ALL PRICING AND MAINTENANCE COSTS TO BE CLEARLY IDENTIFIED ALONG WITH THE REASON FOR THE REPORTING TOOL RECOMMENDATION. THE RHODE ISLAND ATTORNEY GENERAL’S INFORMATION TECHNOLOGY STAFF HAS ALREADY IMPLEMENTED SSRS WITHIN ITS CRIMINAL DIVISION CASE MANAGEMENT SYSTEM AND THEREFORE WOULD PREFER THIS TOOL REMAIN THE REPORTING TOOL OF CHOICE, HOWEVER WE WELCOME OTHER VIEWS AND RECOMMENDATIONS.
- THE REPORTING SERVICES AND REPORTS SHOULD BE SEAMLESSLY INTEGRATED INTO THE APPLICATION.
- THE SYSTEM WILL BE INTEGRATED FOR ALL CIVIL DIVISION UNITS INCLUDING GOVERNMENT LITIGATION, INSURANCE, ENVIRONMENTAL, NUISANCE TASK, TOBACCO, HEALTHCARE, ANTITRUST, PUBLIC UTILITIES COMMISSION, CHARITABLE TRUST, CONTRACTOR’S REGISTRATION BOARD, OPEN GOVERNMENT, AND CONSUMER ADVOCACY. FURTHER REQUIREMENTS WILL PROVIDE SYSTEM ACCESS, BASED ON USER ENTITLEMENTS, BY INDIVIDUALS THROUGHOUT THE CIVIL DIVISION UNITS IDENTIFIED HERE.
- WE EXPECT TO SCHEDULE UNIT WORKFLOW DATA GATHERING SESSIONS WITH THE VENDOR AWARDED THIS PROJECT.
- HARDWARE SIZING RECCOMENDATIONS MUST ACCOMPANY THE RESPONSES BASED UPON THE SOLUTION BEING PROPOSED. WE REQUIRE 3 INSTANCES FOR TEST/PRODUCTION/DEVELOPMENT. ALL COSTS AND LICENSES MUST BE IDENTIFIED IN THE RESPONSES. THE RIAG RESERVES THE RIGHT TO PROCURE THE EQUIPMENT DIRECTLY SHOULD IT SO CHOOSE.

NOTE: SEE APPENDIX A FOR COPIES OF THE EXISTING DATABASES CURRENTLY USED IN THE CIVIL DIVISION. THE COMBINED SIZE OF ALL THE DATABASES IN THE CIVIL DIVISION IS APPROXIMATELY 82 MB. WE EXPECT A GROWTH RATE OF APPROXIMATELY 2 GB PER YEAR, GIVEN OUR OBJECTIVE TO CAPTURE ALL DOCUMENTS IN A DOCUMENT MANAGEMENT SOLUTION THAT INTERFACES WITH THE CIVIL DIVISION CASE MANAGEMENT SYSTEM.

## SECTION 4: TECHNICAL PROPOSAL

NARRATIVE AND FORMAT: THE SEPARATE TECHNICAL PROPOSAL SHOULD ADDRESS SPECIFICALLY EACH OF THE REQUIRED ELEMENTS:

STAFF QUALIFICATIONS – PROVIDE STAFF RESUMES/CV AND DESCRIBE QUALIFICATIONS AND EXPERIENCE OF KEY STAFF MEMBERS INVOLVED IN THIS PROJECT, INCLUDING THEIR EXPERIENCE IN APPLICATION DEVELOPMENT, DATABASE DESIGN AND HARDWARE SIZING AND ARCHITECTURE FOR THE INTEGRATED SYSTEM PROPOSED.

CAPABILITY, CAPACITY, AND QUALIFICATIONS OF VENDOR - PLEASE PROVIDE A DETAILED DESCRIPTION OF THE VENDOR'S EXPERIENCE IN DEVELOPMENT OF SIMILAR SYSTEMS AND A CLEAR AND CONCISE PLAN FOR DESIGN, DEVELOPMENT, USER TRAINING, DOCUMENTATION, MIGRATION OF EXISTING DATA, INTEGRATION WITH OTHER SYSTEMS AND LASTLY A ROLLOUT OF SUCH A SYSTEM. A LIST OF RELEVANT CLIENT REFERENCES MUST BE PROVIDED, TO INCLUDE CLIENT NAMES, ADDRESSES, PHONE NUMBERS, DATES OF SERVICE AND TYPE(S) OF SOLUTION(S) PROVIDED.

PROJECT PLAN METHODOLOGY - PLEASE DESCRIBE IN DETAIL, THE PROJECT AND TIMELINE TO BE PERFORMED. THE FOLLOWING ELEMENTS MUST BE INCLUDED: 1) HARDWARE RECOMMENDATION (CONFIGURATION NEEDS FOR PROCESSING CAPACITY TO SUPPORT PROPOSED SOLUTION) 2) DATA GATHERING DESIGN SESSIONS WITH EACH DIVISION UNIT. 3) DEVELOPMENT PROCESS AND TIME-LINE. 4) FOLLOW-UP MEASURES, SUPPORT AND POST GO-LIVE SERVICES.

## SECTION 5: COST PROPOSAL

DETAILED BUDGET AND BUDGET NARRATIVE:

PROVIDE A DETAILED BREAKDOWN OF THE TOTAL COST PROPOSAL FOR INSTALLATION AND SERVICE OF THE PROJECT OUTLINED IN THIS PROPOSAL. PLEASE EXPLAIN THE BASIS AND RATIONALE OF YOUR TOTAL COST PROPOSAL SHOULD IT INCLUDE ADDITIONAL ITEMS NOT INCLUDED IN SECTION 3 OF THIS RFP DOCUMENT.

NOTE: ANY COSTS NOT IDENTIFIED IN THE SOLUTION DETAILS WILL BE CONSIDERED TO BE INCLUDED AT THE EXPENSE OF THE VENDOR. RIAG EXPECTS A 6 MONTH WARRANTY PERIOD FOR ALL WORK FOLLOWING THE PRODUCTION CUT-OVER. ADDITIONALLY A 5 YEAR SUPPORT PROPOSAL SHOULD BE SUBMITTED COVERING THE PERIOD IMMEDIATELY FOLLOWING THE 6 MONTH WARRANTY EXPIRATION FOR 60 MONTHS THEREAFTER.

## SECTION 6: EVALUATION AND SELECTION

PROPOSALS WILL BE REVIEWED BY A TECHNICAL REVIEW COMMITTEE COMPRISED OF STAFF FROM THE RI ATTORNEY GENERAL'S OFFICE. TO ADVANCE TO THE COST EVALUATION PHASE, THE TECHNICAL PROPOSAL MUST RECEIVE A MINIMUM OF 60 (85.7%) OUT OF A MAXIMUM OF 70 TECHNICAL POINTS. ANY TECHNICAL PROPOSALS SCORING LESS THAN 60 POINTS WILL NOT HAVE THE COST COMPONENT OPENED AND EVALUATED. THE PROPOSAL WILL BE DROPPED FROM FURTHER CONSIDERATION. PROPOSALS SCORING 60 TECHNICAL POINTS OR HIGHER WILL BE EVALUATED FOR COST AND ASSIGNED UP TO A MAXIMUM OF 30 POINTS IN THE COST CATEGORY, BRINGING THE POTENTIAL MAXIMUM SCORE TO 100 POINTS.

THE DEPARTMENT OF ATTORNEY GENERAL RESERVES THE EXCLUSIVE RIGHT TO SELECT THE INDIVIDUAL(S) OR FIRM (VENDOR) THAT IT DEEMS TO BE IN ITS BEST INTEREST TO ACCOMPLISH THE PROJECT AS SPECIFIED HEREIN; AND CONVERSELY, RESERVES THE RIGHT NOT TO FUND ANY PROPOSAL(S).

PROPOSALS WILL BE REVIEWED AND SCORED BASED UPON THE FOLLOWING CRITERIA:

CRITERIA	POSSIBLE POINTS
STAFF QUALIFICATIONS	10 POINTS
CAPABILITY, CAPACITY, AND QUALIFICATIONS OF THE OFFEROR	20 POINTS
QUALITY OF THE WORK PLAN	20 POINTS
SUITABILITY OF APPROACH/METHODOLOGY	20 POINTS
TOTAL POSSIBLE TECHNICAL POINTS	70 POINTS
COST CALCULATED AS LOWEST RESPONSIVE COST PROPOSAL DIVIDED BY (THIS COST PROPOSAL) TIMES 30 POINTS *	30 POINTS
TOTAL POSSIBLE POINTS	100 POINTS

\*THE LOW BIDDER WILL RECEIVE ONE HUNDRED PERCENT (100%) OF THE AVAILABLE POINTS FOR COST. ALL OTHER BIDDERS WILL BE AWARDED COST POINTS BASED UPON THE FOLLOWING FORMULA:

$(\text{LOW BID} / \text{VENDORS BID}) * \text{AVAILABLE POINTS}$

FOR EXAMPLE: IF THE LOW BIDDER (VENDOR A) BIDS \$65,000 AND VENDOR B BIDS \$100,000 FOR TOTAL COST OF PROJECT AND THE TOTAL POINTS AVAILABLE ARE THIRTY (30), VENDOR B'S COST POINTS ARE CALCULATED AS FOLLOWS:

$\$65,000 / \$100,000 * 30 = 19.5$

POINTS WILL BE ASSIGNED BASED ON THE VENDOR'S TOTAL PROPOSED SOLUTION, POST SUPPORT COST AND HOW BOTH RELATE TO THE BEST INTERESTS AND NEEDS OF THE DEPARTMENT OF ATTORNEY GENERAL. POINTS WILL ALSO BE ASSIGNED BASED ON THE CLEAR DEMONSTRATION OF VENDOR'S ABILITIES TO APPLY APPROPRIATE METHODS TO COMPLETE THE WORK, CREATE INNOVATIVE SOLUTIONS AND QUALITY OF PAST PERFORMANCE IN SIMILAR PROJECTS.

APPLICANTS MAY BE REQUIRED TO SUBMIT ADDITIONAL WRITTEN INFORMATION OR BE ASKED TO MAKE AN ORAL PRESENTATION BEFORE THE TECHNICAL REVIEW COMMITTEE TO CLARIFY STATEMENTS MADE IN THEIR PROPOSAL.

## SECTION 7: PROPOSAL SUBMISSION

QUESTIONS CONCERNING THIS SOLICITATION MAY BE E-MAILED TO THE DIVISION OF PURCHASES AT [gail.walsh@purchasing.ri.gov](mailto:gail.walsh@purchasing.ri.gov) NO LATER THAN THE DATE AND TIME INDICATED ON PAGE ONE OF THIS SOLICITATION. PLEASE REFERENCE RFP #7549264 ON ALL CORRESPONDENCE. QUESTIONS SHOULD BE SUBMITTED IN A MICROSOFT WORD ATTACHMENT. ANSWERS TO QUESTIONS RECEIVED, IF ANY, WILL BE POSTED ON THE INTERNET AS AN ADDENDUM TO THIS SOLICITATION. IT IS THE RESPONSIBILITY OF ALL INTERESTED PARTIES TO DOWNLOAD THIS INFORMATION. IF TECHNICAL ASSISTANCE IS REQUIRED TO DOWNLOAD, CALL THE HELP DESK AT (401) 222-3766 OR [lynda.moore@doit.ri.gov](mailto:lynda.moore@doit.ri.gov).

OFFERORS ARE ENCOURAGED TO SUBMIT WRITTEN QUESTIONS TO THE DIVISION OF PURCHASES. NO OTHER CONTACT WITH STATE PARTIES WILL BE PERMITTED. INTERESTED OFFERORS MAY SUBMIT PROPOSALS TO PROVIDE THE SERVICES COVERED BY THIS REQUEST ON OR BEFORE THE DATE AND TIME LISTED ON THE COVER PAGE OF THIS SOLICITATION. RESPONSES RECEIVED AFTER THIS DATE AND TIME, AS REGISTERED BY THE OFFICIAL TIME CLOCK IN THE RECEPTION AREA OF THE DIVISION OF PURCHASES WILL NOT BE CONSIDERED.

RESPONSES (AN ORIGINAL PLUS FOUR (4) COPIES) SHOULD BE MAILED OR HAND-DELIVERED IN A SEALED ENVELOPE MARKED “RFP# 7549264 INTEGRATED CIVIL DIVISION CASE MANAGEMENT SYSTEM” TO:

RI DEPT. OF ADMINISTRATION  
DIVISION OF PURCHASES, 2ND FLOOR  
ONE CAPITOL HILL  
PROVIDENCE, RI 02908-5855

NOTE: PROPOSALS RECEIVED AFTER THE ABOVE-REFERENCED DUE DATE AND TIME WILL NOT BE CONSIDERED. PROPOSALS MISDIRECTED TO OTHER STATE LOCATIONS OR THOSE NOT PRESENTED TO THE DIVISION OF PURCHASES BY THE SCHEDULED DUE DATE AND TIME WILL BE DETERMINED TO BE LATE AND WILL NOT BE CONSIDERED. PROPOSALS FAXED, OR EMAILED, TO THE DIVISION OF PURCHASES WILL NOT BE CONSIDERED. THE OFFICIAL TIME CLOCK IS IN THE RECEPTION AREA OF THE DIVISION OF PURCHASES.

#### RESPONSE CONTENTS

RESPONSES SHALL INCLUDE THE FOLLOWING:

A COMPLETED AND SIGNED THREE-PAGE R.I.V.I.P GENERATED BIDDER CERTIFICATION COVER SHEET DOWNLOADED FROM THE RI DIVISION OF PURCHASES INTERNET HOME PAGE AT [WWW.PURCHASING.RI.GOV](http://WWW.PURCHASING.RI.GOV).

A COMPLETED AND SIGNED W-9 DOWNLOADED FROM THE RI DIVISION OF PURCHASES INTERNET HOME PAGE AT [WWW.PURCHASING.RI.GOV](http://WWW.PURCHASING.RI.GOV). **PLEASE INCLUDE WITH ORIGINAL PROPOSAL ONLY.**

A SEPARATE TECHNICAL PROPOSAL DESCRIBING THE QUALIFICATIONS AND BACKGROUND OF THE APPLICANT AND EXPERIENCE WITH AND FOR SIMILAR PROJECTS, AND ALL INFORMATION DESCRIBED EARLIER IN THIS SOLICITATION. THE TECHNICAL PROPOSAL IS LIMITED TO SIX (6) PAGES (THIS EXCLUDES ANY APPENDICES) . AS APPROPRIATE, RESUMES OF KEY STAFF THAT WILL PROVIDE SERVICES COVERED BY THIS REQUEST.

A **SEPARATE, SIGNED AND SEALED** COST PROPOSAL REFLECTING THE HOURLY RATE, OR OTHER FEE STRUCTURE, PROPOSED TO COMPLETE ALL OF THE REQUIREMENTS OF THIS PROJECT.

IN ADDITION TO THE MULTIPLE HARD COPIES OF PROPOSALS REQUIRED, RESPONDENTS ARE REQUESTED TO PROVIDE THEIR PROPOSAL IN ELECTRONIC FORMAT (CD-ROM, DISC, OR FLASH DRIVE). MICROSOFT WORD / EXCEL OR PDF FORMAT IS PREFERABLE. ONLY 1 ELECTRONIC COPY IS REQUESTED AND IT SHOULD BE PLACED IN THE PROPOSAL MARKED “ORIGINAL”.

## CONCLUDING STATEMENTS

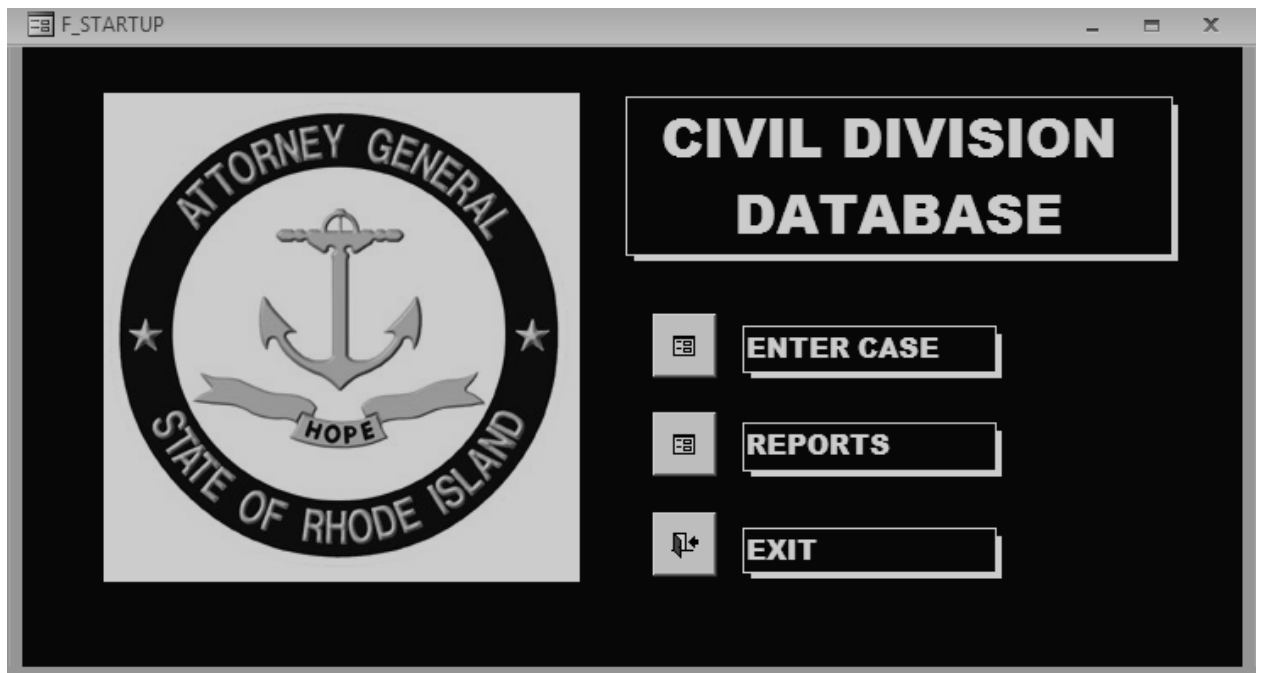
NOTWITHSTANDING THE ABOVE, THE STATE RESERVES THE RIGHT NOT TO AWARD THIS CONTRACT OR TO AWARD ON THE BASIS OF COST ALONE, TO ACCEPT OR REJECT ANY OR ALL PROPOSALS, AND TO AWARD IN ITS BEST INTEREST.

PROPOSALS FOUND TO BE TECHNICALLY OR SUBSTANTIALLY NON-RESPONSIVE AT ANY POINT IN THE EVALUATION PROCESS WILL BE REJECTED AND NOT CONSIDERED FURTHER. THE STATE MAY, AT ITS SOLE OPTION, ELECT TO REQUIRE PRESENTATION(S) BY OFFERORS CLEARLY IN CONSIDERATION FOR AWARD.

THE STATE'S GENERAL CONDITIONS OF PURCHASE CONTAIN THE SPECIFIC CONTRACT TERMS, STIPULATIONS AND AFFIRMATIONS TO BE UTILIZED FOR THE CONTRACT AWARDED TO THE RFP. THE STATE'S GENERAL CONDITIONS OF PURCHASES/GENERAL TERMS AND CONDITIONS CAN BE FOUND AT THE FOLLOWING URL:

<https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>

APPENDIX A: (CURRENT SYSTEMS LEVERAGED IN CIVIL DIVISION)



CURRENTLY THE SIZE OF THIS DB IS 13 MB





# State of Rhode Island Department of the Attorney General

AG Case Number:



**Intake** | Disposition | Expenses | Reports

AG No:  Case Type:  Date Received:  Date Entered:

Court:  Court No:  In Re:  Knudsen:  Status:

Plaintiff:  Opposing Attorney:

Defendant:

Case Name:

Third Party:

Lead Attorney:



Second Atty:

LEGACY DATA

Lead Atty:

Second Atty:

Agency No:  Agency:

Class No:  Class:

AG Case Number:

Intake

Disposition

Expenses

Reports

Date Closed:

Disposition:

Outcome:

DAMAGES:

Compensatory: \$0.00

Punitive: \$0.00

Total: \$0.00

Monies Received: \$0.00

Amount Sought: \$0.00

PRN:

Box No:

Comments:

18

AG Case Number:

Intake

Disposition

Expenses

Reports

Expenses:

Amount:

Record: 1 of 1

No Filter

AG Case Number:

+!

Intake
Disposition
Expenses
**Reports**

# REPORTS

From:
To:


OPEN/CLOSED CASES


CASE COUNT - ALL ATTY (OPEN)


CLASSIFICATIONS (ALL)


CASE COUNT -INDIV ATTY (OPEN)


AGENCIES (OPEN CASES)


DISPOSITION COUNT

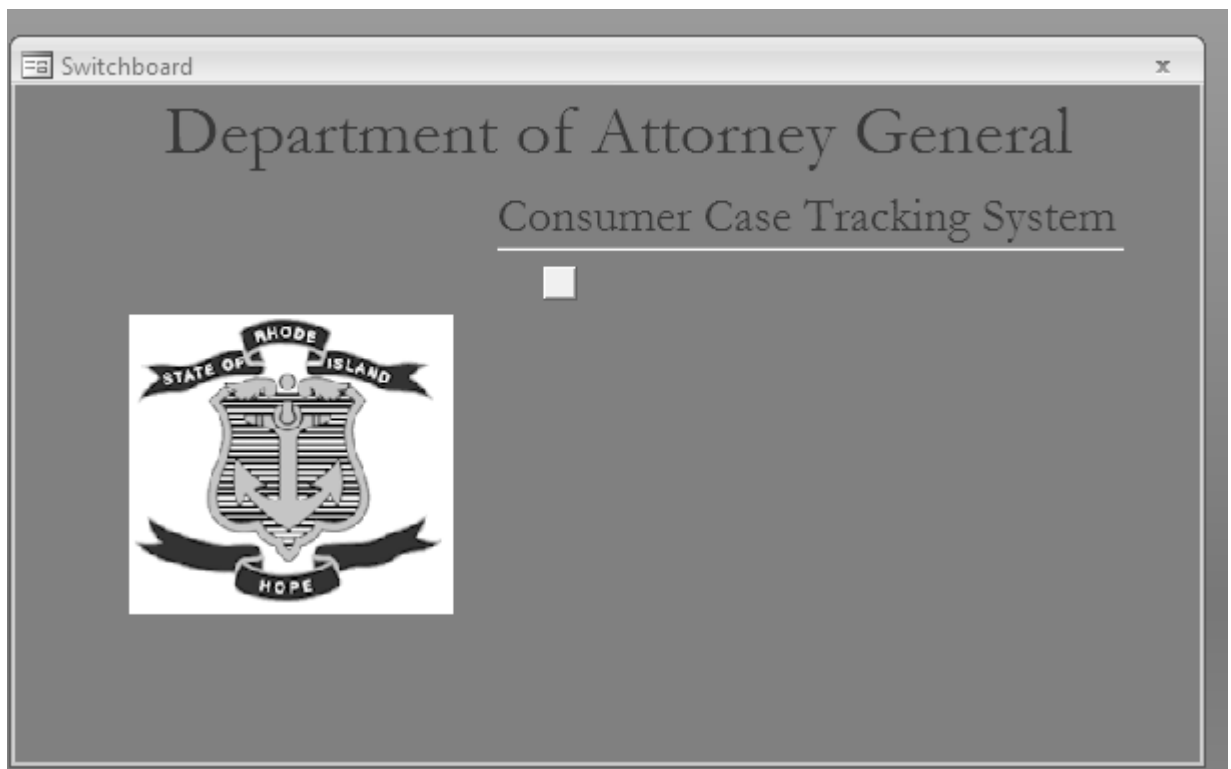

PENDING CASES


ATTORNEY'S CASES - LISTED OPEN

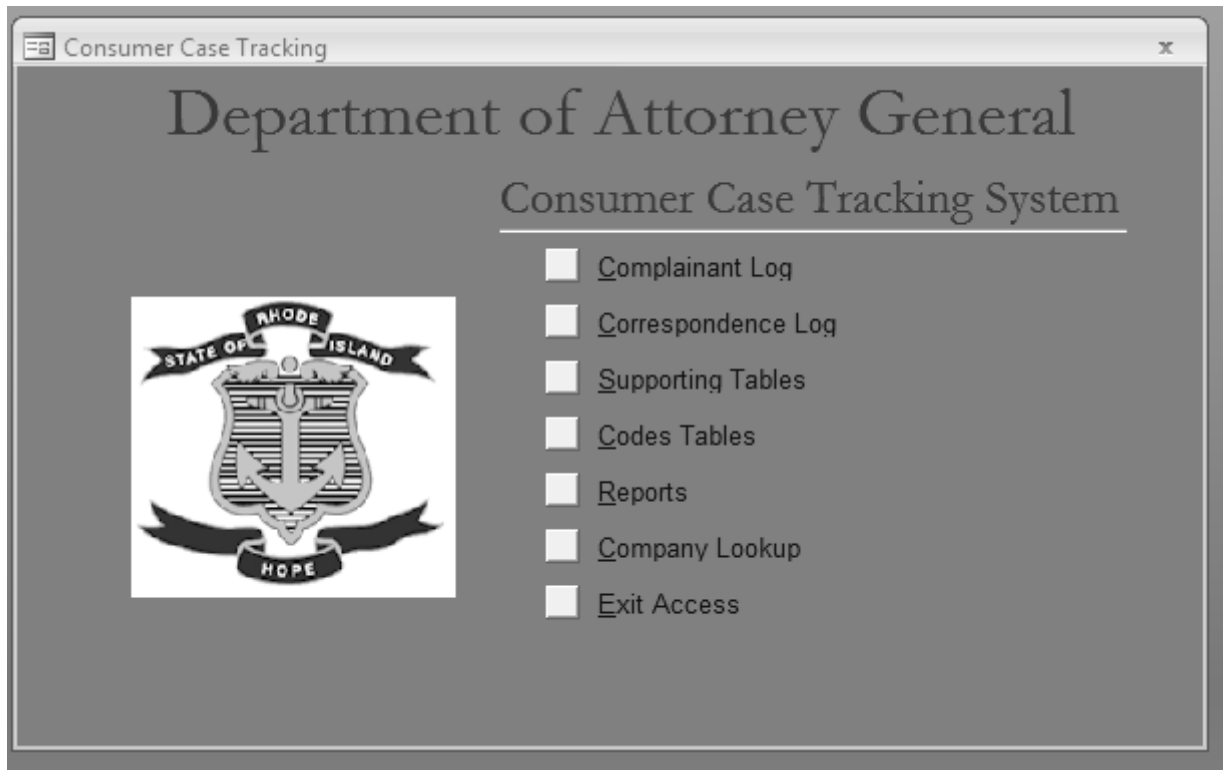

CASE TYPE OPENED


ATTORNEY'S CASES - LISTED  
CLOSED


CASE TYPE CLOSED



CURRENTLY THE SIZE OF THIS DB IS 28 MB



## COMPLAINT LOG

Correspondence Log1

Entry#:

29986

Case#:

Date Received

8/15/2006

Referral Number:

R06-0450

Correspondence Date

8/15/2006

Add Record

Entry Type

Angular Snip

Received from Company:

candle

Received from Person:

In Reference to:

Referred to:

HM

Comments:

Categories:

CrtsyR

Case

☒

Health Club

☐

OutReach Program

☐

Thank You Letter

☐

Charity

☒

Nigerian Letter

☐

Senior OutReach

☐

Telemarketing

☐

Courtesy

☐

Other

☐

Sweepstakes

☐

Walk-In Case

☐

Referral

☐

Case Log

Phone Log

Letters

Daily Case Log

Record: 14
1 of 56766
Unfiltered
Search

CORRESPONDENCE LOG

Businessl	Business	Add New Field				
01	0					
102	Alarm Company					
98	Appliance Repairs					
12	Appliances					
09	Auto Body Repair					
50	Automobile Dealership/Mechani					
53	Banking Institution/Mortgage/Lo					
05	Bankruptcy					
38	Better Business Bureau					
88	Boat Sales					
07	Business Closed					
06	Business to Business					
76	Canadian Sweepstakes					
89	Car Rental					
107	Car Washes					
96	Car/Limousine/Taxi Service					
37	Carpeting/Floor Covering					
27	Case Calls					
14	Charities					
48	Computers					
15	Contractor/Driveway					
58	Credit Bureaus					

#### BUSINESS CODE TABLE

Value	Value of Service	Add New Field				
21	Billing Stopped					
10	Cash Returned					
05	Consumer Rejected Offer					
24	Contract Cancelled					
23	Credit Given					
22	Merchandise Received					
26	Merchandise Replaced					
03	No Service					
25	Services Performed					
04	Services Rendered-No \$ Value					
*	00					

#### SERVICE CODE VALUE



Investigator							
	Investigator	First_Name	Last_Name	Phone	Extension	Fax	Note
+	AD	Amy	Drumm		0000		
+	AG	Andy	Galli	401-274-4400	2391	401-222-5110	Investigator
+	AH	Ani	Haroian	401-274-4400	2202	401-222-5110	Director, Consumer P
+	BS	Brittney	Smith	401-274-4400	2228	401-222-5110	Investigator
+	CB	Carol	Boldt	401-274-4400	2368	401-222-5110	Intern
+	CF	Charles	Fish		0000		
+	DM	Daniel	Meuse		0000		Intern(January 22-Apr
+	HM	Heather	Mclaughlin	401-274-4400	0000		Assistant to Director,
+	JC	James	Callaghan	401-274-4400	2221	401-222-5110	Investigator
+	JCM	John	Maccarone	401-274-4400	2221	401-222-5110	Investigator
+	JM	John	Murphy	401-274-4400	2225	401-222-5110	Chief, Consumer Pro
+	JP	John	Palangio	401-274-4400	0000	401-222-5110	Director, Consumer P
+	JS	John	Sullivan	401-274-4400	2224	401-222-5110	Assistant Director / I
+	L00	Legal			0000		
+	L01	Legal			0000		
+	L02	Legal			0000		
+	L03	Legal			0000		
+	L04	Legal			0000		
+	L05	Legal			0000		
+	L06	Legal			0000		
+	L07	Legal			0000		

#### INVESTIGATORS CODES.

Outcome				
	OutcomeID	Outcome	Add New Field	
+	81	A.V.C [assurance of voluntary compliance]		
+	75	C.I.D. [civil investigative demand]		
+	94	Complainant Failure to Respond		
+	84	Conference Call		
+	77	Informal AVC[assurance of voluntary compliance]		
+	73	Informal Meeting		
+	83	Injunctive Relief		
+	71	Letter		
+	74	Mediation		
+	85	Other		
+	98	Placed on File		
+	79	Receivership		
+	76	Referred to Another Agency		
+	82	Restitution		
+	70	Telephone Call		
*	00			

#### OUTCOME CODES






Complaint Code							
	Complaint_Code	Complaint	Add New Field				
+	61	Advertising					
+	69	Business Closed, No News					
+	62	Debt Collection					
+	54	Excessive Price/Charge					
+	68	Failure to Complete					
+	56	Failure to Deliver					
+	57	Failure to Perform					
+	73	Failure to Refund					
+	51	Guaranty/Warranty					
+	59	Improper Service					
+	55	Inadequate Disclosure					
+	63	Information Requested					
+	60	Other					
+	74	Telemarket Failure to Deliv					
+	75	Telemarket Failure to Refur					
+	58	Unsatisfactory Repair/Main					
+	64	Unsolicited Merchandise					
+	65	Unsolicited Service					
*	00						

COMPLAINT CODES.

Consumer Protection Unit Complaints

## CONSUMER UNIT COMPLAINTS TRACKING

- ☐ Phone Log
- ☐ Certified Letter
- ☐ Reports
- ☐ Forms
- ☐ Walk-Ins
- ☐ Exit Complaint Tracking

Record:       of 1 (Filtered)

CONSUMER PHONE TRACKING (CURRENTLY THE SIZE OF THIS DB IS 40 MB)

# Phone Log Form

Form Requests

DMA Form

Close Form



New Record

PhonelogID	1	Company	
Date	12/12/2012	Problem	Problem with bank.
Time	11:00 AM		
Sal:	Ms.		
First Name	Gertrude		
Last Name	Liz		
Address	36 SouthWick Drive		
City	Lincoln	Referred	
State	RI	Investigator:	AAR Brochures
Zip	02865-	Category:	Insurance Issues Change
Phone	(401) 724-2374	Sub Category:	Change
Fax		Specify if other:	
Old Category Do Not Use:			

## Other Requested Materials:

- ☒ Stop Junk Mail  
☐ New Car Lemon Law  
☐ Consumer Guide

## Mail Complaint Form:

- Complaint Form ☐ Sent ☒  
Spanish ☐ Received ☐  
Date Received

Record: 1 of 177019

PHONE LOG FORM

**Certified Letter Sent1**

Date Sent: 11/18/2  
 Article#: 7001 1940 0007 5389 2895  
 Title: Mr.  
 First Name: John F.  
 Last Name: Pellizzari  
 Organization: Family Health & Fitness  
 Address1: 57 Denby Street  
 Address2:  
 City: Woonsocket  
 State: RI

Postal Code: 02895-  
 Sent by: lp  
 Date Returned: 11/21/02  
 Returned: ☒  
 Certified Letter: ☒  
 Regular Letter: ☐

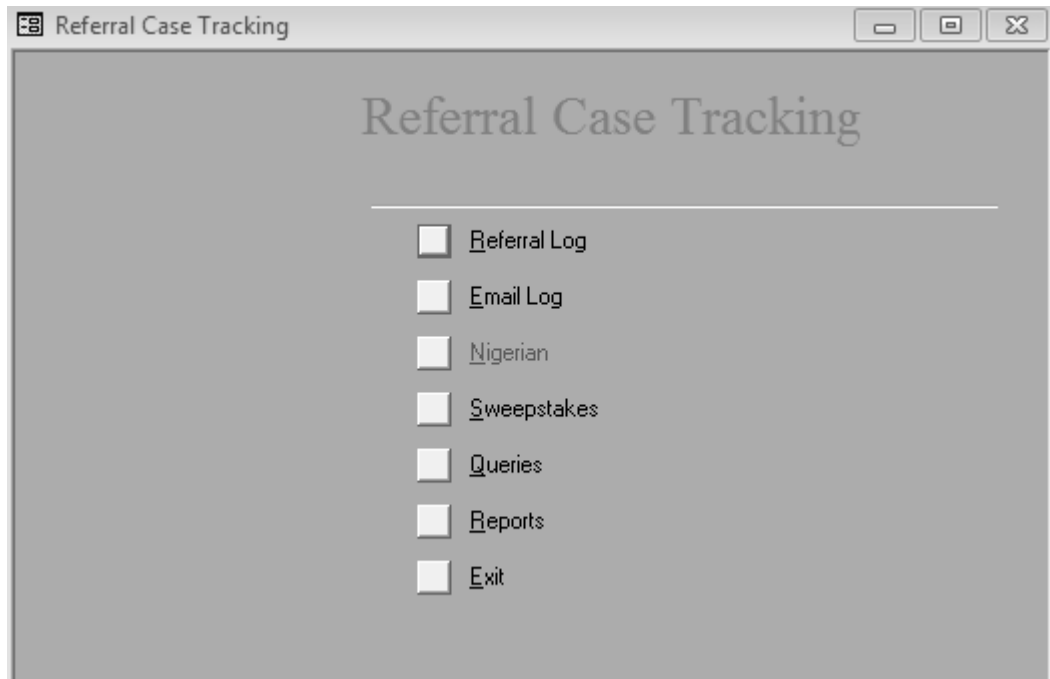
Record: 1 of 957

CERTIFIED LETTER

## Consumer Monthly Report

category	Total:	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	131175	1E+04	1E+04	1E+04	1E+04	1E+04	1E+04	1E+04	1E+04	1E+04	1E+04	9152	8148
\	1						1						
++	1			1									
Advance Fee Loan Sca	484	27	24	68	46	34	43	46	39	46	38	27	46
Airlines	76	5	6	10	12	3	4	4	5	10	6	3	8
Alarm Company	4			1	1						1		1
Alarm Company DBR 2	164	15	12	15	20	12	14	12	11	16	14	12	11

CONSUMER MONTHLY REPORT (NOT SHOWING ALL THE DATA)



CONSUMER REFERRAL DATABASE

Form: Courtesy Print : Form

Case#: C00-0024 Date Received: 2/15/2000

---

COMPLAINANT INFORMATION

Name: William Bickel

Address: 909 East Main Road

City/State/Zip: Middletown RI 02842

Phone: 401-848-5161 Work Phone:

Fax:

COMPANY INFORMATION

Company Name: Credit Card Protection

Address: 4501 Forbes Blvd.

City/State/Zip: Lanham MD 20706

Country:

Phone: 301-459-5868 Fax Number:

CASE RESOLUTION

Date Closed: 2/21/2000 Referral: Courtesy

Investigator: MFC

Comments: Received "check for \$3.25." Once you endorse the check, you have signed up for credit card protection.

☐ Open ☐ Nigerian Letter ☐ Unsolicited Fax  
☒ Closed ☐ Sweepstakes ☐ Via Email

REFERRAL LOG



<b>CONSUMER INFORMATION</b>		<b>COMPANY INFORMATION:</b>	
EmailID	E00-0001	Org./Company:	Direct Health Org.
Date Received	2/2/2000	Address1:	435 West 44th Street
First Name:	Shirley Jersey	Address2	
Last Name:		City	New York
Address:	JERSEY@ATLANTIC.NET	State	NY
City:		ZipCode:	10036
State:		Phone:	
Zip:		Fax#:	
Phone#:		Date Closed:	
Work Phone:		Referral:	FI BBB
FAX		Closed	<input checked="" type="checkbox"/> Via Email <input checked="" type="checkbox"/>
Email Address:		Open	<input type="checkbox"/>
Comments	Wanted reference on company. Referred to Florida BBB.		
		Initial	MC

#### EMAIL LOG

Entry#	E01-0099	Assigned to:	MFC	ConsumerID:	LHUF	CompanyID:	NLFRAN
Date Received:	5/22/2001	Opened	<input type="checkbox"/>	Date Closed:	7/17/2001	Closed	<input checked="" type="checkbox"/>
John Enright Letter	<input type="checkbox"/>			Agency Referral	United State Secret (		
Please check if a letter is sent:	<input checked="" type="checkbox"/>	Reponse Date:	07/17/01	Status	Closed		
Comment	<div style="border: 1px solid black; height: 40px;"></div>						

#### NIGERIAN FORM



Subform:Nigerian Consumer

ConsumerID	Sal	CFirst_Name	CLast_Name
GDEB	Ms.	Gina	DeBernardo
Company	Haddress1	Haddress2	
HCity	HState	HZip	
HCountry	HPhone	BPhone	
		Email ginadeb@aol.com	
HFAX	BFAX	EMAIL	

Record: 1 of 1

FRM:Company Information

CompanyID	Company_Name	Contact
NLAmos	Union Bank of Nigeria	Musa Amos
Caddress1	Caddress2	C_City
C_State	C_Zip	C_Country
		Nigeria
B_Phone#	B_FAX	B_Email
		musaamo@usa.net

Record: 1 of 1

Letter to Consumer: Print Form Check for Consumer Information Refresh

NIGERIAN SUBFORM

Main Menu

CaseID: S00-0001 SECX FFAR

Date Received: 04/18/00 Solicitations/Promotions: Sweepstakes

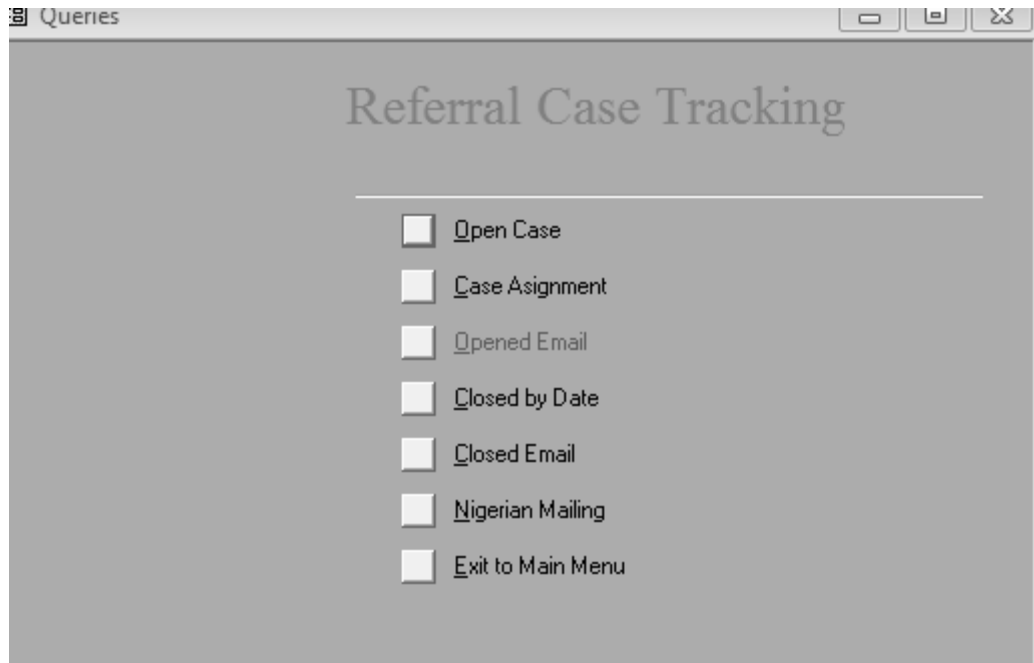
☒ Sweepstakes ☐ Contests ☐ Charities ☐ Lotteries ☐ Other Fee ☒

Amount: \$15 Prize: \$21,000.00

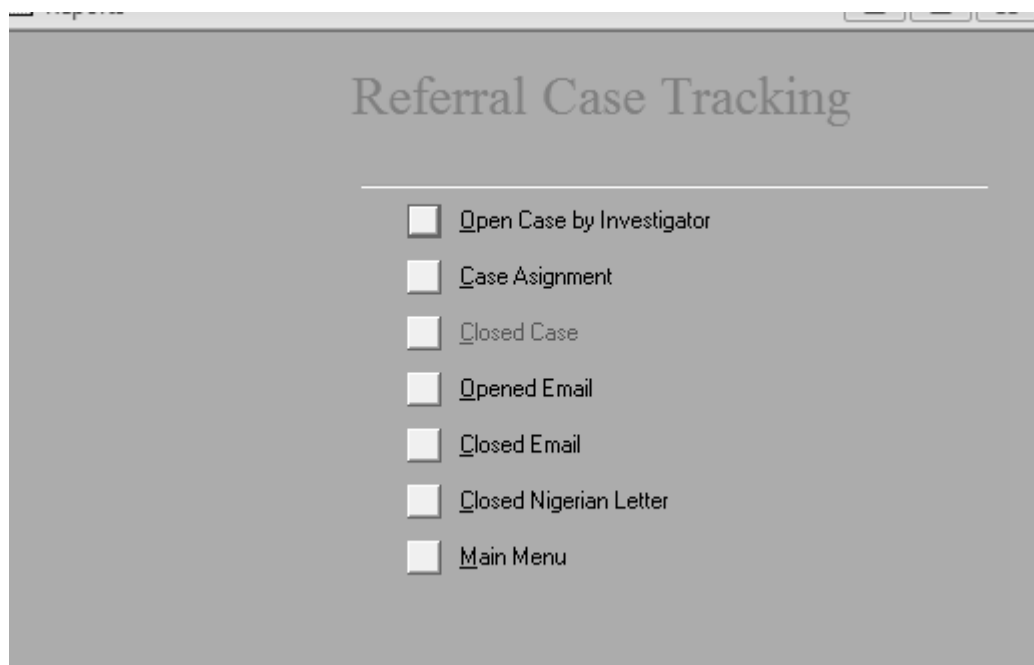
Guaranteed Prizes ☐ Active ☐ Monitor ☐ Multistates ☐ AG's Response Letter ☐ AG's Letter N/A ☒

Date Response:

SWEEPSTAKES FORM




DIFFERENT QUERIES THEY CAN RUN




DIFFERENT REPORTS THEY CAN RUN

APPENDIX B: (CURRENT CRIMINAL CASE MANAGEMENT MAIN MENU – SAMPLE) THIS IS RUNNING UNDER SHAREPOINT FOUNDATION WITH UNIT PAGES AVAILABLE FOR CUSTOMIZING UNIT CONTENT BY ADMINISTRATOR USERS.

Site Actions
Browse
Page



# Rhode Island Attorney General Portal



Home
Forms
Documents
Law Library
Training
Directory

Search this site...


**Criminal**  
Appellate Unit  
District Court  
Domestic  
Violence/Sexual Assault  
Juvenile Prosecution  
Medicaid Fraud and Patient Abuse  
Narcotics and Organized Crime  
Intake Unit  
  
**Civil**  
Information Technology  
Press

## Criminal Case Management System

Actions	Menus	
Cases Pending a Link to Arrest(s) (0) DC Cases Pending Screening Outcome (0) Cases Pending Prosecutor Assignment (0) Victim Services Unit Cases (0) Acknowledge Generated Letters (0) Potential Report Diversion Cases (0) Violation Case Waiver (0) <b>My Cases (For Prosecutors)</b> - Open - Closed - Open Events <b>Transfer Case to Courts</b> - Initiate (0) - Pending Transfer (0) - Transferred (0) - Exception Cases from Courts (11) Last successful exception status update: 8/4/2014 11:00:03 AM	<b>Initiate</b> - DC Case - Historical DC Case - SC Case - Historical SC Case - FC Case - Violation - Appeal - Miscellaneous Petition - Referral - Investigation - Forfeiture Case	<b>Search</b> - Case - Defendant - Respondent - Referral - Investigation - Medicaid Investigation - Forfeiture Case - Historical Forfeiture Case - Case Transfer Queue <b>Administration</b> - Entitlement - Manage Lookup - Manage Statute Code - Audit Log <b>Other</b> - Reports - View Arrest Summary

### DC Cases Pending Screening Outcome

The number of records exceeds the system limit and only top 500 records out of the total records are being displayed.


- Update Screening Outcome